Regarding the UltraTec CapTel system..as a hard of hearing person this is nice. The phone inself has such an excellent volume/tone ability I am able to hear much more than usual..sometimes the print display is confusing when it lags too greatly from the audio I have heard. But I think for Deaf users it is wonderful..and the system has been improving in speed and clarity as time go on so I think there is wonderful potential in the CapTel system.